

Online appendix

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Appendix table 1. A summary of the informants

Informant	Gender (M= male, F=fe- male)	Back- ground	Interaction	Interpretative repertoire	What was offered?	Service wishes (di- rectly exclaimed)
1	M	Asian	Had not used employment services but thinks that could easily find in- formation on the internet	European – non-European; An independent, self-motivated client	Had used Universi- ty career services, very good, CV clinics, etc.	
2	M	African	Unprofessional, even racism	An inferior (col- ored) outsider	“Not any services yet, services are a joke, horrific.”	Skills analysis at first; higher-level Finnish courses; discussion groups with nationals; con- nect the employer and employee
3	M	Western, non-Euro- pean	“Banging your head against a brick wall.” No help, unpro- fessional.	An outsider	The help from the employment office: “less than a zero.”	Agency services and jobs lined up for people. TE [employment services] Office should collaborate with companies and businesses.
4	F	European	Impersonal, bureaucratic, unskilled.	A false client; An outsider;	Language courses. “You should not ask here”	Paid internships; paid subsidy work; counselors with similar (foreign) background
5	F		Randomness, not giving infor- mation properly	A false client; An outsider;	Language course but only on a basic level	
6	M	European	Friendly but impersonal	An independent, self-motivated client	A portal with jobs, “they show you the tools.” Good language courses.	Labor market train- ing together with companies; recruit- ment fairs

Appendix table 1. A summary of the informants (continued)

Informant	Gender (M= male, F=fe- male)	Back- ground	Interaction	Interpretative repertoire	What was offered?	Service wishes (di- rectly exclaimed)
7	F	European	No help for a student, profes- sionals' weak English skills	A false client; An outsider;		Mentoring
8	F	European	Impersonal, bu- reaucratic, then a new official "more willing to talk."	A false client	Cleaning work. An outsourced, good course, with individual coun- seling. Excluded from employment office because of an in- come (not enough for living)	Internships; job fairs
9	F	European	No help, unpro- fessional	A misled victim of the interna- tional education market; An out- sider	Was told to study something else	
10	M	Asian	Impersonal, uniform ser- vices	European – non-European	Services are de- signed only for uneducated people	Mentoring; incuba- tion to Finnish soci- ety; IT course
11	M	Western, non-Euro- pean	Diplomatic, formal, pro- fessional. Not personal	An independent, self-motivated client	A portal with jobs. Language courses (Finnish, Swedish)	Coaching; men- toring
12	F	Asian	No help, no initiatives, no information on what to expect from them	An outsider; A subject of bureaucracy	Declined assistance by TE [employ- ment services] Office, because was working in an un- skilled job.	More practical ones, like mento- ring; theoretical ones help at the beginning; a bridge between companies and internationals; internships.
13	F	European	No help, no answers to e-mails	An outsider	No contact with employment pro- fessionals "They don't care."	More follow-up for graduated inter- national students: calls to ask, which services would they need

Appendix table 1. A summary of the informants (continued)

Informant	Gender (M= male, F=fe- male)	Back- ground	Interaction	Interpretative repertoire	What was offered?	Service wishes (di- rectly exclaimed)
14	F	Europe- an	Impersonal, unskillful, inactive, a passing parade of officials, discrimination on grounds of nationality and age	A false client; An outsider;	Care work, food de- livery. Poor quality language course.	Job fairs; individual counseling; a book or a folder, including em- ployment plan, aims, and questions.
15	F	Europe- an	Unskilled, indif- ferent officials, but getting better	An inferior outsider, a subject of bureaucracy	Practical nurse, bus driver training. Services are designed for uneducated people	Cultural translation: what do one's ed- ucation, and work experience mean in the Finnish context; mentors with a foreign background who al- ready understand the system.
16	F	Europe- an	Unskilled, indif- ferent but also inventive and active officials	An indepen- dent, self-mo- tivated client; a subject of bureaucracy	Was told to study something else in a vocational school Same advice for all, despite their back- ground.	More personalized approach: what does this individual need in Finland; events where employees and em- ployers can meet and network.
17	F	Western, non-Eu- ropean	Friendly but unconcerned and distant	A false client; an outsider; a misled victim of the interna- tional educa- tion market		Upfront communi- cation, how difficult it is to land a job in Finland.
18	F	Europe- an	Unprofessional, indifferent	An inferior outsider	Cleaning work, berry picking. Very basic Finnish course.	List of employing companies; training in big companies; Finnish courses also for those who have been in the country longer; pos- sibility to learn (IT) programs that compa- nies require.